Automate to Provide IaaS via a Self-Service Catalog

VMware Pro Cloud Services

At a glance

Create a self-service catalog for fast and easy access to IT services.

Key benefits

• Define standard IT services

• Provide users with easy access to available services

• Enable cost transparency

• Streamline and speed resource provisioning

• Increase IT and business productivity

• Improve developer efficiency

• Free IT staff to work on business-critical initiatives

IT teams and developers need fast, frictionless access to the services they need when they need them. Providing a marketplace of IT services can help users easily find and consume them as well as understand their definition, costs, and guarantees. Do you know how to develop a service catalog strategy, define standard services, and implement a self-service portal with automated provisioning? Do you have the staff and time to implement the solution? Does your team have the required skills and experience to implement, manage, and maintain your catalog?

Service overview

VMware Pro Cloud Services™ can help you define and implement a marketplace of IT services, built on VMware Cloud Foundation™, that provides seamless access to infrastructure services and redefines the user experience. Delivered by a cross-functional team of VMware experts, we leverage reference architectures to provide a standardized and prescriptive approach to defining and implementing your solution.

Define standard services

We assess your service catalog requirements and help you define a list of catalog items to be published with their service attributes including scope, service value, service lifecycle, expected delivery times, and approval process requirements. We can create the cloud template and develop request forms and fulfillment workflows to enable automation. We can determine service cost and work with you to determine service pricing based on your organization's financial policies and objectives.

Implement a self-service portal

We can integrate VMware Aria Automation™ with your IT core services to instantiate your service catalog. This includes Active Directory and DNS/IPAM, as well as your CMDB, monitoring tools, and backup solutions. We streamline service delivery processes and optimize the value stream for efficient provisioning. We integrate, orchestrate, and automate fulfillment activities, and define the business logic, approval routing, and policy-based workflows to implement the service design blueprint.

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Implement service catalog management

We provide best practices and standard operating procedures to help you effectively manage and maintain your service catalog. We also provide guidance on how to integrate these with your existing functions such as service portfolio management, request fulfillment, and asset and configuration management. We can define key metrics and KPIs to report on catalog efficiency, utilization, and non-compliant requests. We also help enable your IT team through knowledge transfer.

Benefits

VMware Professional Services can help you create an IT marketplace that provides clarity, consistency, and transparency in IaaS service delivery. We use a proven, scalable, and repeatable methodology to help ensure fast and consistent implementation. From defining standard services to implementing a self-service portal to establishing ongoing processes to help you manage and maintain your solution, we can help you provide IaaS services to your IT teams and developers faster and more efficiently.